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Face-to-Face Meetings are Part of ACCESSNebraska

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ACCESSNebraska modernizes how economic assistance services are provided through three components: The ability to apply online at www.accessnebraska.ne.gov/; document imaging or scanning and storing of case files; and four customer service centers.

By 2012, four customer service centers will process and approve requests for economic assistance benefits like SNAP (food stamps), Aid to Dependent Children, Kids Connection and Medicaid. Customer service centers will be operating in Lincoln (this fall), Fremont (March 2011), Lexington (fall 2011) and Scottsbluff (January 2012).

I know some people feel more comfortable talking about their situation face to face, and I want to make it clear that talking to staff in person will continue to be an option. Even when the centers are up and running, approximately 250 economic assistance staff will still be available in local offices all across the state.

With customer service centers, clients will call an 800 number with questions instead of having an assigned caseworker. They can be helped by whoever answers their call right then and there.

Many Nebraskans appreciate ACCESSNebraska's convenience. Since September 2008, 104,990 people have applied for economic assistance benefits online. As of May 2010, 32 percent of the *total* monthly applications (both paper and electronic) were received electronically. Since January 2009, DHHS has been doing telephone interviews for people who prefer not to have to travel to a local office. Currently, about 90-95 percent of all interviews are being completed over the phone.

Other people prefer to sit across the desk from a worker and get their questions answered or get assistance in filling out an application, and we'll make that possible.

Both options will continue to be available to the public.